

## Captioned Telephone Service

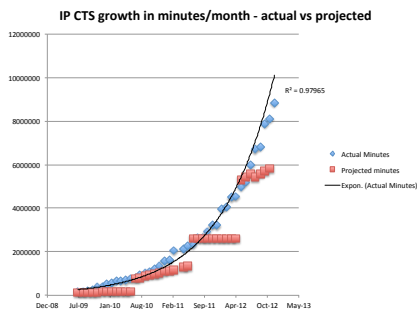
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April 24, 2013

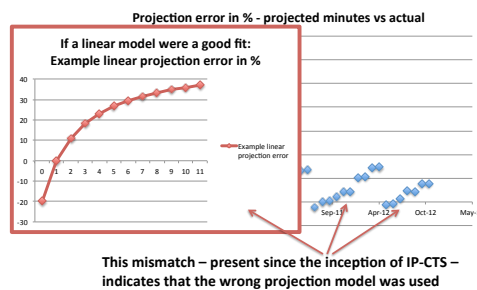
## Part I – Summary of IP-CTS growth

Summarizes main points of  
RERC-TA filing in NPRM

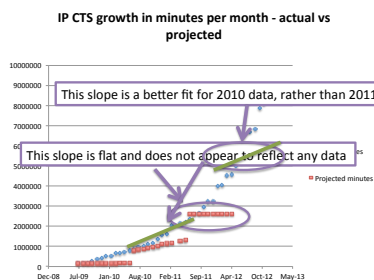
## IP-CTS Growth 2009-2012



## IP-CTS Projection Errors



## Slope Mismatch



## Summary of IP CTS Growth Analysis

- Based on publicly available data:
  - The wrong growth projection model has been used since the inception of the service.
  - Any apparent uptick in IP-CTS growth needs to be evaluated against the correct growth model, not a linear one.
  - Even if a linear model were correct, the forecast slopes in 2011 and 2012 are too low and would have underestimated the size of TRS reimbursements.
  - More frequent projections than every 12 months are needed.

## Part II – Survey Results

Expands on RERC-TA ex parte filing  
of initial survey analysis

## Main Survey Findings

Consumers rely on and, in many cases, require captions in order to achieve successful communication over the telephone

- Almost all special captioned telephone users (90%) reported that the captions on their telephone are either very important or important to having a successful conversation
- More than half of the special captioned telephone users (55%) stated that they would be unable to use the telephone at all without captions

## Main Survey Findings

This survey of 2014 special captioned telephone users does not support either fraud or misuse as the source of growth in IP-CTS

- Differences in usage between recent CTS users and long-time CTS users appear to be small
- Only 8% of special captioned telephone users report sharing their equipment with hearing household members
- Only 6% of special captioned telephone users report that hearing household members do not always turn off the captions or do not know how to turn them off

## Main Survey Findings

Further consumer education regarding the usage rules and funding for CTS may be helpful

- Additional emphasis of the rules is indicated among consumers who use captioned telephone services and members of their households when they receive their special captioned telephone equipment
- Education is also indicated to improve familiarity among consumers regarding the funding source for CTS

## Captioned Telephone Service Survey

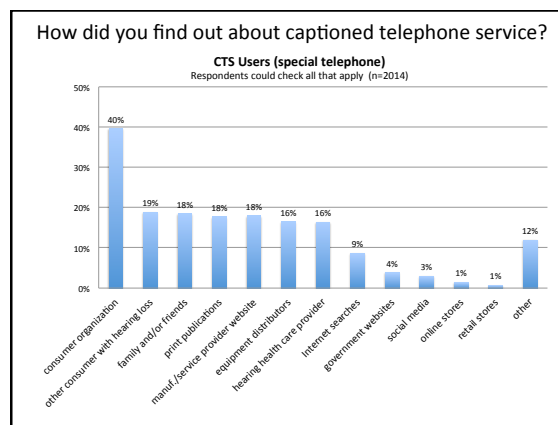
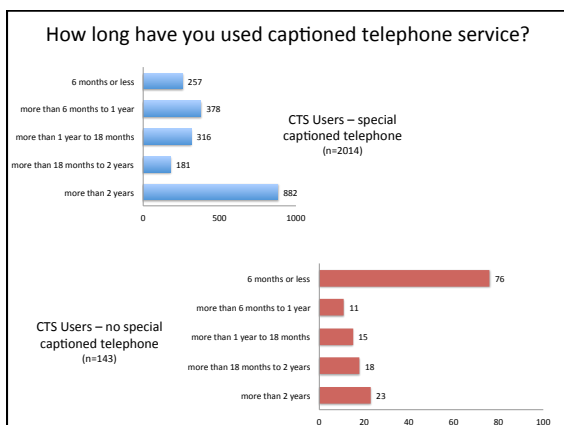
- Participation Criteria
  - An adult (18 years of age or older)
  - Anyone who is deaf, hard of hearing or a person with hearing loss
- Recruitment through consumer organizations
  - HLAA, NAD, TDI, ALDA, AGBell, AFB, etc.
  - Email, Facebook, Twitter, etc.
- Open February 22 – March 8 (2 weeks)
- 3000 completed responses

## 3000 Completed Responses



**CTS User – Special Telephone (n=2014)**  
Uses CTS on a special telephone designed specifically for captioned telephone service using one or two phone lines or one phone line and an Internet connection  
only or additionally  
on a mobile device, Internet phone or computer using the Internet and captioning software

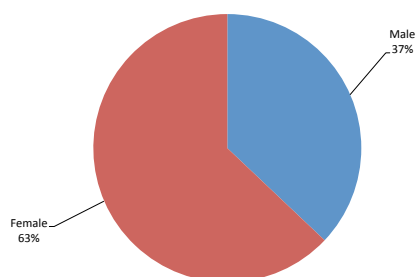
**CTS User – No Special Telephone (n=143)**  
Uses CTS on a mobile device using a mobile captioning application (app) and/or  
on a Cisco Internet phone or computer using an Internet connection and captioning software or web page access  
but no special captioned telephone



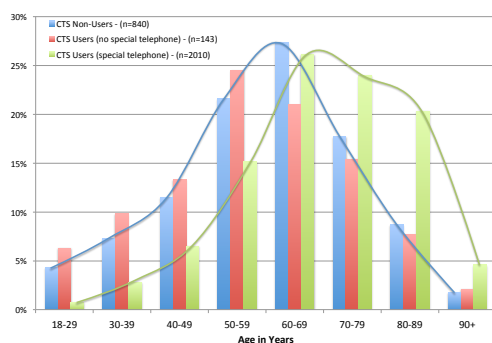
## Demographics

- Gender
- Age
- Number of people in household
- Employment
- Education
- Income
- Urban vs Rural Locale
- US Regional Classification (by state)

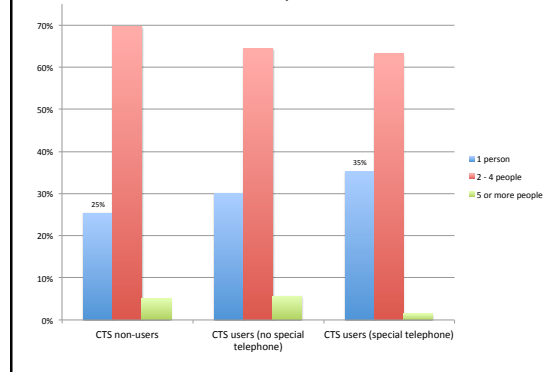
## Gender of Respondents (n=3000)

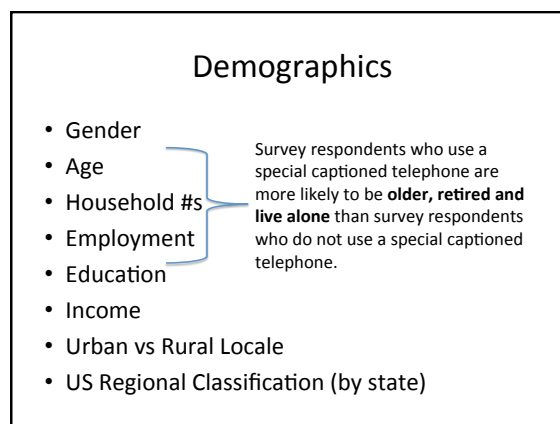
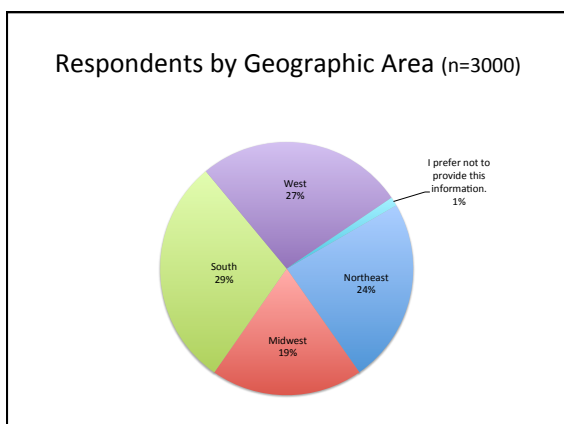
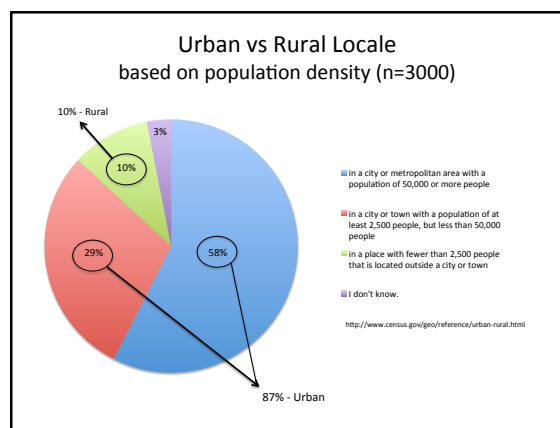
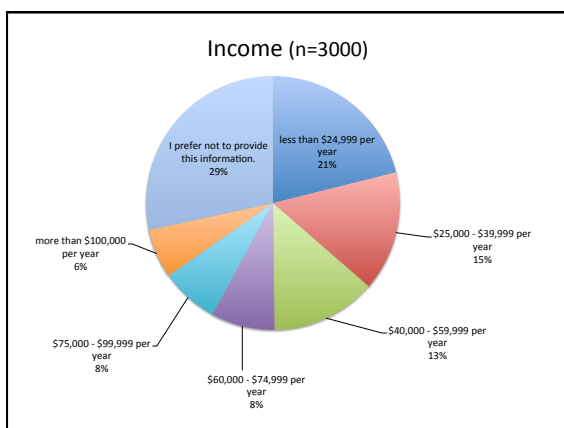
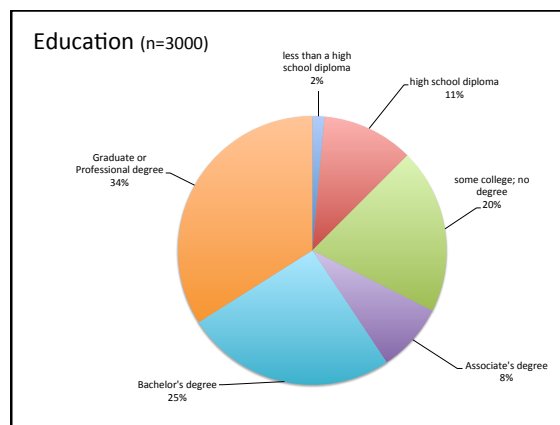
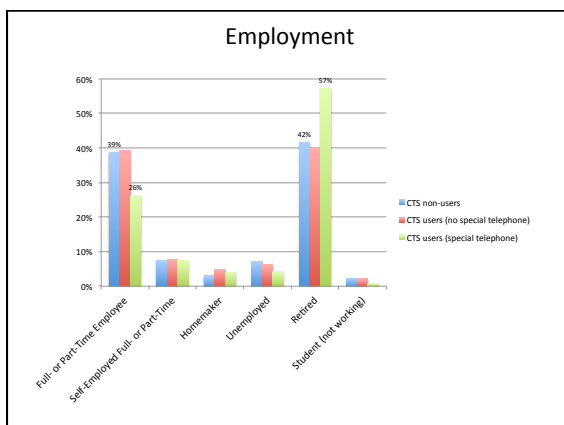


## Age of Respondents

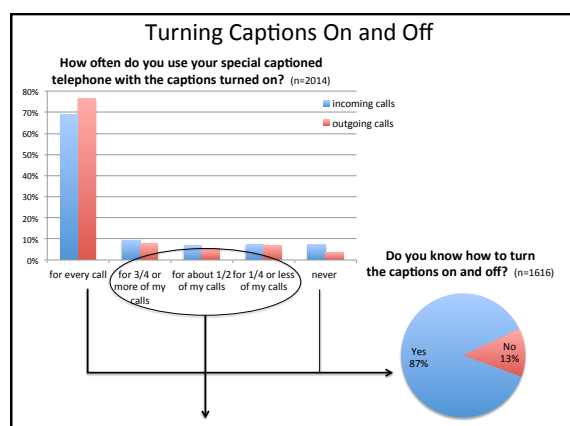
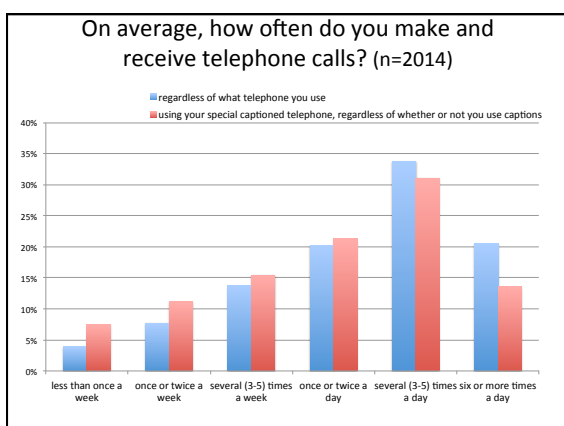
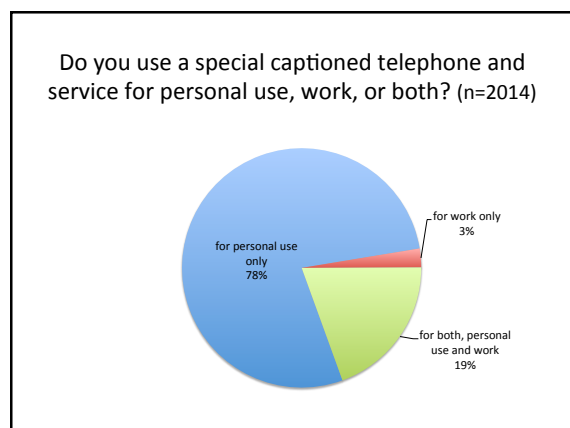
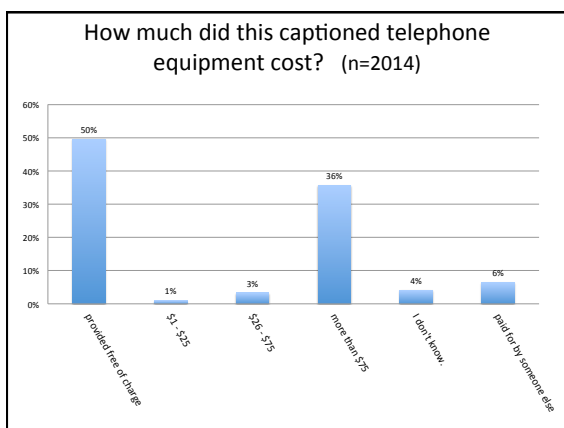
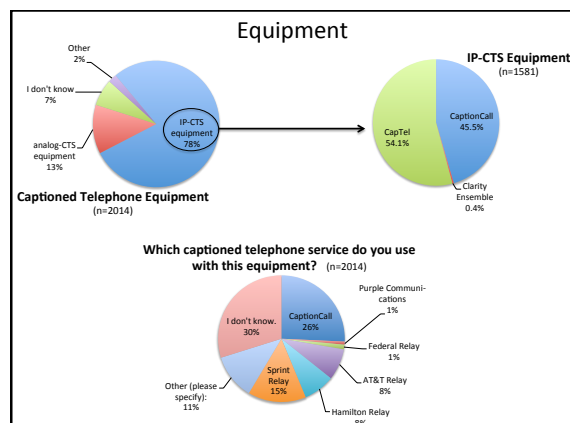


## Number of People in Household





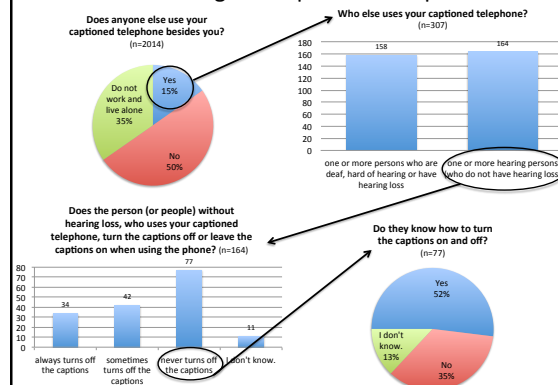
## CTS USERS OF SPECIAL TELEPHONES (n=2014)



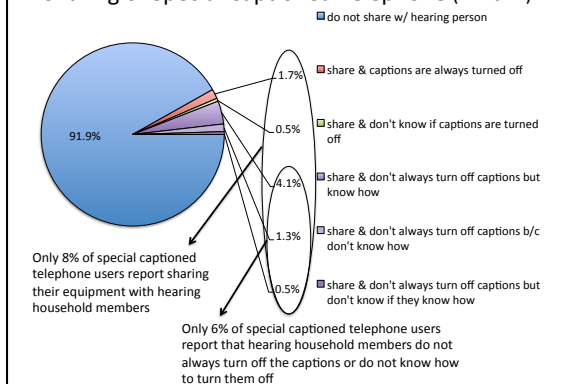
### Five Reasons for Turning Captions Off

- 1) the CTS user understands their calling partner (n=77)
- 2) because of the type of call (n=29)
- 3) because of privacy concerns; the CTS users - and in one case family members - did not want a third party listening to the conversation (n=27)
- 4) because the captioning quality is so poor that captions are not useful (n=23)
- 5) other miscellaneous reasons that did not fit into the other categories (n=15)

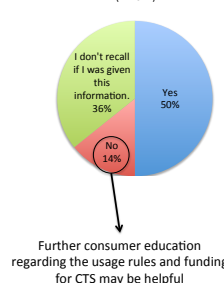
### Others Using the Captioned Telephone



### Sharing of Special Captioned Telephone (n=2014)

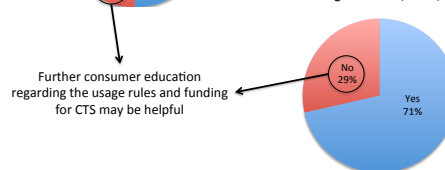


### When you received your special captioned telephone, were you informed of the rules for CTS use? (n=2014)

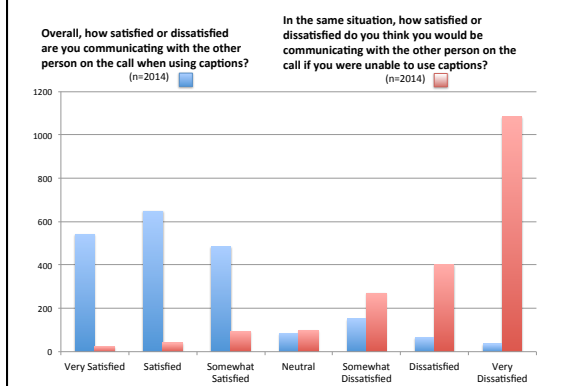


### Rules and Funding for CTS Use

Are you familiar with the following?  
The cost of every captioned telephone call is charged to either a state or federal fund, which allows people with hearing disabilities to place and receive captioned telephone calls at no extra charge to them. (n=2014)

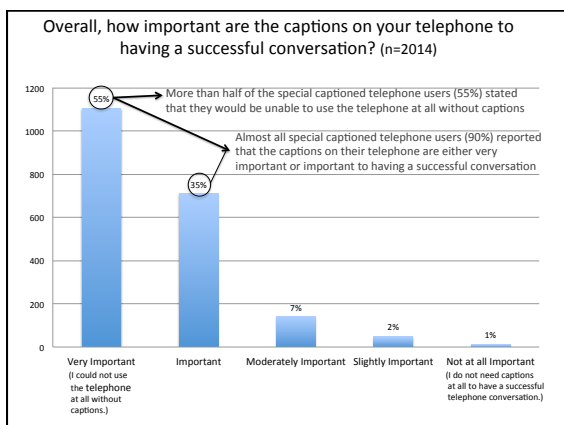


### Communication Satisfaction



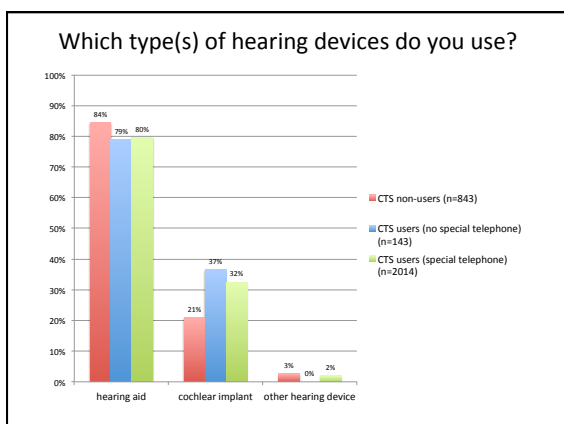
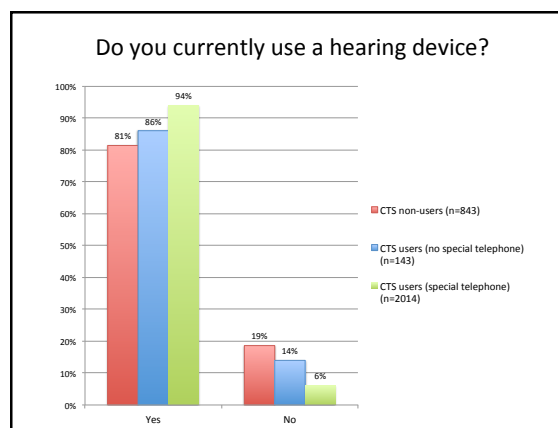
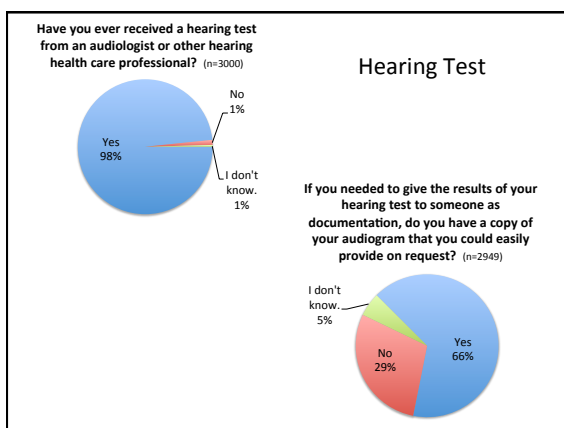
### What problems, if any, are you currently experiencing with your captioned telephone service? (n=2014) - respondents could check all that apply

60%	there is too much of a delay between when the other person on the call talks and when the captions appear
41%	captioning quality varies from call to call
36%	there are too many errors in the captions
25%	it takes too long for the captions to begin once I place a call
4%	disruption in captioning during a call
4%	receiving captioned calls is too complicated
4%	turning the captions on and off takes too long
3%	turning the captions on and off is too complicated
1%	placing captioned calls is too complicated
1%	the captions are difficult for me to read because I have another disability
1%	the equipment is difficult for me to use because I have another disability
18%	"other"
14%	I am not experiencing any of these problems with my captioned telephone and service



## ALL RESPONDENTS

(n=3000)



## Main Survey Findings

- Consumers rely on and, in many cases, require captions in order to achieve successful communication over the telephone
- This survey of 2014 special captioned telephone users does not support either fraud or misuse as the source of growth in IP-CTS
- Further consumer education regarding the usage rules and funding for CTS may be helpful

## NIDRR Disclaimer

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